



Health Services
LOS ANGELES COUNTY

October 5, 2006

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TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
Director and Chief Medical Officer

SUBJECT: **NOTICE OF INTENT TO AMEND 14 INFORMATION
TECHNOLOGY SUPPORT SERVICES MASTER
AGREEMENT (ITSSMA) WORK ORDERS FOR
LAC+USC MEDICAL CENTER**

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through leadership,
service and education.*

This is to advise you of my intent to request the Internal Services Department (ISD) to amend the 14 current ITSSMA Work Orders for LAC+USC Medical Center as listed in Attachment A. This amendment will extend the term of each Work Order through March 30, 2007 and increase the total maximum amount of the 14 Work Orders by \$392,042 which will bring the total cost of this project to \$3,012,560. The amendments of the existing Work Orders will exceed the \$300,000 project limit. In accordance with ITSSMA Guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The Information Services Department within the LAC+USC Healthcare Network is responsible for supporting more than 5,000 PCs, printers and the associated computer hardware and software. There are 11 locations that require technical support on a daily basis. The LAC+USC Medical Center main campus has approximately 4,000 PCs and the remaining 1,000 PCs are located at the remote sites consisting of three Comprehensive Health Centers, two Health Centers, and Ingleside Psychiatric Hospital.

LAC+USC has two budgeted and filled positions that provide PC support. To supplement the two permanent employees at LAC+USC, 14 support personnel were contracted through ITSSMA Work Orders that were approved and executed in June, 2003. Ten of the Work Orders were rebid and four were newly solicited Work Orders.

SCOPE OF WORK

Each contract technician, under this extension request, will continue with the same scope and tasks, under the direction of the County Project Manager, as defined in the existing work orders. These include:



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1. Installing, testing, repairing and relocating PC hardware and software, including all peripheral equipment.
2. Installing and testing all necessary PC software and provide instructions to the users as required.
3. Conducting inventories of all PCs and related equipment and provide written documentation as required.

JUSTIFICATION

LAC+USC Healthcare Network continues to have a need for sufficient support to comply with the County Chief Information Office (CIO) policies on data security and cyber terrorism and to support approximately 5,000 PCs and the related equipment for the entire LAC+USC Healthcare Network. The majority of these PCs require upgrades of hardware and software to support current and new business applications. The number of PCs is expected to increase by approximately 700 over the next 12 months because of normal growth and the implementation of the QuadraMed Order Management Project.

Additionally, LAC+USC will be opening its new replacement facility which will require adequate staffing for the transitional phase in early 2007 that will occur in advance of the move-in date.

Therefore, LAC+USC has determined that the 14 contract technicians continue to be needed to meet the additional workload requirements as well as to meet the daily maintenance needs of the LAC+USC Healthcare Network. Even with the 14 contract technicians to supplement the two County permanent employees, LAC+USC is running a very lean support staff-to-PC ratio of 1 to 357. In comparison, the industry norms rarely recommend a support staff-to-PC ratio less than 1 to 100 for non-technical users.

Recognizing the need to reduce the long-term dependence on contractors, DHS is planning to submit a request for additional positions in its FY 2007-08 Budget to handle these PC/LAN tasks.

FINANCIAL IMPACT

The hourly rates for these contractors will remain the same during the extended term. The increased cost of these amended Work Orders will be \$392,042. The existing Work Order amount to date is \$2,620,518, which will bring the total amount of this project to a total of \$3,012,560. Funding for this project is included in the Fiscal Year 2006-07 LAC+USC Healthcare Network Adopted Budget.

See Attachment A for the detailed amounts of each Work Order.

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CLOSING

Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of 14 Work Orders and increase the maximum dollar amount. On October 27, 2006, we will instruct ISD to proceed with the amendment of this Work Order.

If you have any questions or require additional information, please let me know.

BAC:gc

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors
Director, Internal Services Department

NOTED AND APPROVED:



Jon W. Finkwider
Chief Information Officer

10-12-06
Date